

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### LAICO Industries

#### New York Manufacturing Extension Partnership

#### Laico Industries & Services Improves Manufacturing And Marketing To Gain New Customers

##### Client Profile:

LAICO Industries & Services is a nonprofit workshop that manufactures and assembles products for a wide variety of customers, including industrial and government organizations. The company was established in 1982 in Rochester, New York. Its professional staff of 35 people supports 130 production workers with developmental disabilities.

##### Situation:

LAICO Industries needed to improve its manufacturing systems and marketing capability to satisfy current customers, continue growing, and obtain higher margin work. In short, the company needed to become more competitive. Realizing that internal resources did not have the skills or time to achieve these goals, LAICO contacted High Technology Rochester (HTR), a NIST MEP network affiliate and a division of the New York Manufacturing Extension Partnership, for help.

##### Solution:

HTR developed and implemented four major activities for LAICO. First, HTR designed new layouts for production areas and warehousing to significantly streamline material flow and improve safety at the facility (a high priority for management). Next, HTR defined and implemented a computerized inventory management system, which helped LAICO dramatically improve accuracy, material traceability, and manpower efficiency. Newly redesigned and printed marketing literature followed, highlighting the company's increased capabilities to potential customers. Finally, HTR defined and documented the elements and structure for an ISO 9000 compliant quality management system at LAICO. An ISO initiative at the company will help it become more competitive in the government and automotive industries, which require ISO certification from their suppliers.

After the project had been completed, LAICO was approached by a Tier 1 supplier to discuss assembly of an automotive sub-system. The potential customer was very impressed with LAICO's manufacturing systems and in-depth discussions continue. A second customer has transferred a high volume assembly/packaging contract to LAICO and would like to increase its production by a factor of three.

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**Results:**

Preparing to enter automotive market as a provider of sub-systems to Tier 1 suppliers.

Received a large contract from a new client.

Anticipating an increase in production by a factor of three.

**Testimonial:**

"High Technology of Rochester afforded us the opportunity to research, identify, and improve in manufacturing areas that we would not have addressed without their assistance. We are especially grateful that HTR was willing to offer assistance to a nonprofit organization. We are now in a much better position for growth and future contract opportunities as a result of the Industrial Effectiveness Program."

Kimberly Palumbo, Director